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**Intellectual Property Law Group**

**Verizon Corporate Services Group Inc**

To: U.S. Patent and Trademark Office - From: Christian R. Andersen  
Examiner: G. GAUTHIER  
Group Art Unit: 2645 Sr. Paralegal - Intellectual Property

Fax: 703-872-9306 Pages  
with 20  
Cover.

**FORMAL SUBMISSION OF:**

- 1) Transmittal Form; and
- 2) Amendment After Final Action.

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING BEHAVIOR  
Serial No. 10/090,579  
Filing Date: March 4, 2002  
First Named Inventor: Patrick PETERSON  
Atty. No. 01-4004C

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: May 5, 2004

Amendment Under 37 C.F.R. § 1.116  
Group Art Unit 2645, Expedited Procedure

In re Application of:

Docket No. 01-4004C

PATRICK PETERSON, ET AL.  
 Application No: 10/090,579

Customer No.: 32127  
 Examiner: Gauthier, Gerald

Filed: March 4, 2002

Group Art Unit: 2645

For: APPARATUS AND METHOD FOR VISUALLY  
 REPRESENTING BEHAVIOR OF A USER OF AN  
 AUTOMATED RESPONSE SYSTEM

**CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: May 6, 2004

Signature:

*Christian R. Andersen*  
 (Christian R. Andersen)

Mail Stop AF  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.



No additional fee is required.

The fee has been calculated as shown below

| CLAIMS AS AMENDED                              |  |       |  |                         |                |                   |
|--|--|-------|--|-------------------------|----------------|-------------------|
|  | (2)<br>CLAIMS<br>REMAINING<br>AFTER<br>AMENDMENT |       | (4)<br>HIGHEST NO.<br>PREVIOUSLY<br>PAID FOR | (5)<br>PRESENT<br>EXTRA | RATE           | ADDITIONAL<br>FEE |
| TOTAL<br>CLAIMS                                | *<br><br>16                                      | MINUS | **<br><br>16                                 | 0                       | \$9<br>\$18    | \$00              |
| INDEP.<br>CLAIMS                               | *<br><br>8                                       | MINUS | ***<br><br>8                                 | 0                       | x \$43<br>\$86 | \$00              |
| Fee for Multiple Dependent claims \$145°/\$290 |  |       |  |                         |                | \$-0-             |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT--      |  |       |  |                         |                | \$00              |

- \* If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- \*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
- \*\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$\_\_\_\_\_.00 is enclosed.
- ☐ Charge \$\_\_\_\_\_ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2347 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the fee for a \_\_\_\_\_ month extension is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,

Joel Wall  
Reg. No. 25,648

Date: May 5, 2004

c/o Christian R. Andersen  
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MAY 05 2004

U.S. Appln. No. 10/090,579  
Atty. Docket No. 01-4004C**OFFICIAL**Amendment Under 37 C.F.R. § 1.116  
Group Art Unit 2645, Expedited ProcedurePATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|                             |   |                            |
|-----------------------------|---|----------------------------|
| In re Application of:       | ) |                            |
|                             | : | Examiner: Gauthier, Gerald |
| PATRICK PETERSON ET AL.     | ) |                            |
|                             | : | Group Art Unit: 2645       |
| Application No.: 10/090,579 | ) |                            |
|                             | : | Customer No.: 32127        |
| Filed: March 4, 2002        | ) |                            |
|                             | : |                            |
| For: APPARATUS AND METHOD   | ) |                            |
| FOR VISUALLY                | : |                            |
| REPRESENTING BEHAVIOR       | ) |                            |
| OF A USER OF AN             | : |                            |
| AUTOMATED RESPONSE          | ) |                            |
| SYSTEM                      | : |                            |

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450AMENDMENT AFTER FINAL ACTION

Sir:

In response to the Office Action dated February 12, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 13.